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ORS

October 17, 2006
Via Overnight Delivery

2001-447-C

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Winter Park, FL
32789

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Winter Park, FL
32790-0200

Tel: 407-740-8575
Fax: 407-740-0613
tmi@tminc.com

Mr. Doug Pratt
South Carolina Public Service Commission
Synergy Business Park
101 Executive Center Dr.
Saluda Building
Columbia, SC 29210

RE: Ernest Communications, Inc
SC Service Quality Report (CLEC)
For the quarter of April 1, 2006 to June 30, 2006

RECEIVED
OCT 18 2006
PSC SC
DOCKETING DEPT.

10/18/06
1001

Dear Mr. Pratt:

Enclosed please find the SC Service Quality Report (CLEC) for the quarter of April 1, 2006 to June 30, 2006, filed on behalf of Ernest Communications, Inc. No check is enclosed as there are no remittance fees due.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Questions regarding this filing should be directed to my attention at 407-740-8575. Thank you for your assistance in this matter.

Sincerely,

Karen E. Gillespie
Sr. Compliance Reporting Specialist

cc: Paul Masters - Ernest Communications, Inc
file: Ernest Communications, Inc - Reporting - South Carolina

RECEIVED
OCT 18 AM 11:03
SC PUBLIC SERVICE
COMMISSION



PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME Ernest Communications, Inc.

QUARTER / YEAR Second / 2006

Reporting Month → April May June

Number of South Carolina Customer Access Lines Provided:

via Resale → 0 0 0

via UNE P → 380 363 365

via Other Methods → 0 0 0

Total South Carolina Line Count → 380 363 365

Trouble Reports / Access Line (%) → <1% <2% <1%
(Objective: < 7%)

Customer Out of Service Clearing Times (%) → 75% 71% 100%
(Objective: > 85% w/in 24 hrs)


New Installs Completed w/in 5 Days (%) → 0% 12% 11%
(Objective: > 85% w/in 5 working days)

Commitments Fulfilled (%) → 100% 100% 100%
(Objective: > 85%)

Explanation for Objectives Not Met: New Installed not completed within 5 days. Customers requested extended due dates.

Does your company use its own switching facilities
to provide services within South Carolina? → YES ☐ or NO ☒

Person Making Report / Contact Information: Paul Masters 770-242-9069

Authorized Signature 
Paul Masters, President, Secretary & Treasurer

Date 10/10/2006

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